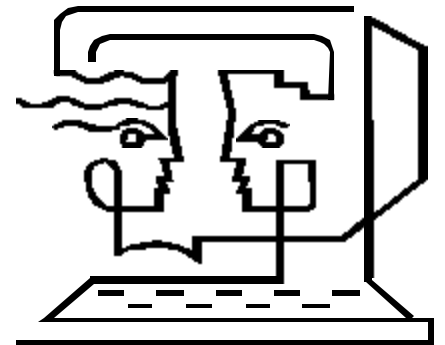
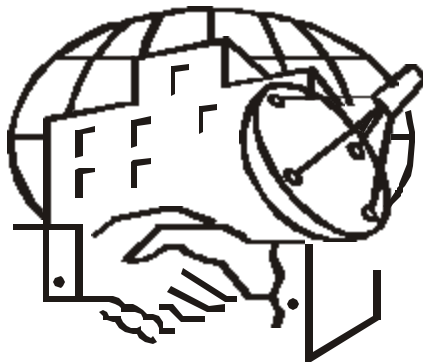




## **BILLING METHODOLOGY**



**MAY, 2000**

# **PROGRAM SUPPORT CENTER BILLING METHODOLOGY**

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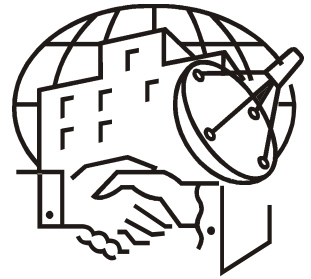
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## ACQUISITION MANAGEMENT

### **Service Description:**

Acquisition Management solicits, negotiates, awards, and administers simplified acquisitions and complex contracts in such areas as information technology, programmatic research and development, health care and support services, professional services, construction and renovations, labor services, computer/office machine repairs, real property leasing and commercial products. Staff provides a wide array of acquisition, grant, cost advisory, and small business advocacy services utilizing state-of-the-art technology, including electronic data interchange and Internet ordering.

### **Work Count Definition:**

Acquisition Management counts the various types of simplified acquisitions, contract and grant actions, as well as technical assistance services processed on behalf of its customers.

### **What is Counted:**

Acquisition Management identifies the type and number of actions processed, the dollars obligated, or the hours expended specific to the type of service being provided and applies flat rates, percentages, or hourly rates in accordance with its published rate structure.

### **How Work Units are Counted:**

Computerized reports are extracted from automated systems which capture activity.

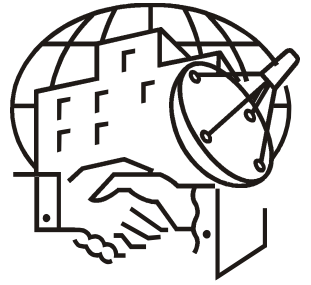
### **Source of the Count:**

Acquisition Management utilizes the Purchase Request Information System (PRISM) for simplified acquisitions; the Automated Information Management System (AIMS) for contract actions; an excel program for purchase cards, and manual reports to capture technical assistance.

### **When is the Count Taken:**

Monthly

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**ASSET MANAGEMENT**

**Service Description:**

Asset Management provides Federal customers inventory and accountability services for personal property. As mandated by public law, AOS maintains control over items from receipt through use and disposal. Activities include an annual physical inventory, automated tracking and barcode technology, general ledger account maintenance, management of contractor-held Government property, custodial officer training, upgrades and maintenance of the asset system and implementation of HHS property policies and guidance/advice on customer issues.

**Work Count Definition:**

Inventory value as recorded in the automated Asset Management System.

**What is Counted:**

Value of assets

**How Work Units are Counted:**

Physical inventory / General ledger valuation

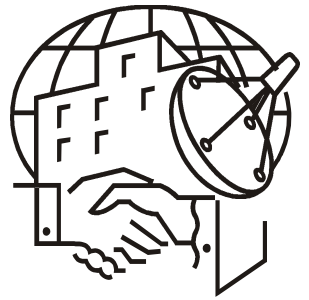
**Source of the Count:**

Summary report from the Asset Management System database

**When the Count is Taken:**

Monthly

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**BUILDING AND SPACE MANAGEMENT**

**Service Description:**

This activity provides space assignment and acquisition, space planning and design, systems furniture layout, safety and fire prevention, environmental safety, energy management and recycling.

**Work Count Definition:**

The basis for charges is square foot (Parklawn and Park Buildings only) or a percentage surcharge of outbuilding renovations.

**How Work Units are Counted:**

Square feet assigned.

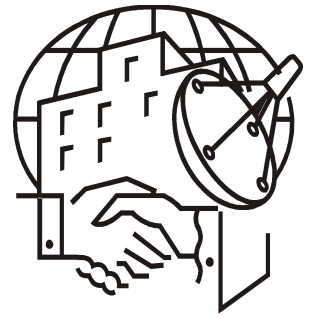
**Source of the Count:**

AutoCAD System

**When the Count is Taken:**

Monthly.

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**CARPET**

**Service Description:**

The Carpeting Cost Center purchases and maintains an inventory of carpet in four standard colors. The standard carpet is available for immediate purchase and installation by customers. Upgrades and additional color selections are also available upon request.

**Work Count Definition:**

Price per square yard

**What is Counted:**

Number of square yards of carpet

**How Work Units are Counted:**

Number of square yards ordered.

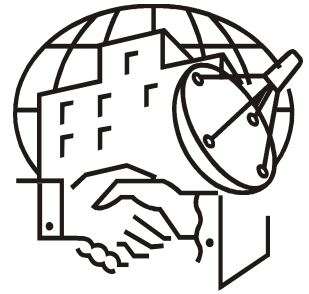
**Source of the Count:**

Purchase requests from customers. Electronic orders are processed through the PROPSHOP.

**When the Count is Taken:**

Monthly

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ADMINISTRATIVE OPERATIONS SERVICE



**CLAIMS**

**Service Description:**

The Claims activity provides services associated with the processing and disposition of claims arising from agency activities filed pursuant to The Federal Tort Claims Act, The Indian Self-Determination Act, The Federally Supported Health Centers Act, The Military Personnel and Civilian Employee's Claims Act, and The Federal Debt Collection Act.

**Work Count Definition:**

Charge per hour required for processing a claim.

**What is Counted:**

The Claims activity captures the hours associated with the processing of each claim per customer.

**How Work Units are Counted:**

Each Paralegal Specialist is responsible for identifying the hours associated with each claim processed.

**Source of the Count:**

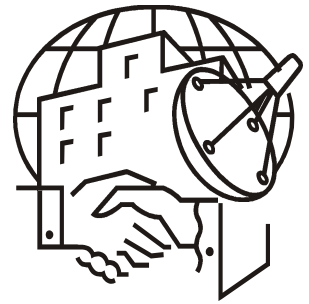
The count is captured through manual reporting.

**When is the Count Taken:**

Monthly



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ADMINISTRATIVE OPERATIONS SERVICE



**CONFERENCE CENTER**

**Service Description:**

This activity provides conference facilities as well as audio and video support services, and manages their utilization.

**Work Count Definition:**

The basis of charge is the number of hours conference rooms are reserved as well as a separate hourly charge for video conferencing, satellite down-link, and video-taping services when requested by conferee.

**How Work Units are Counted:**

Work units are manually tracked and counted by personnel in the Conference Services and Audio-Visual units.

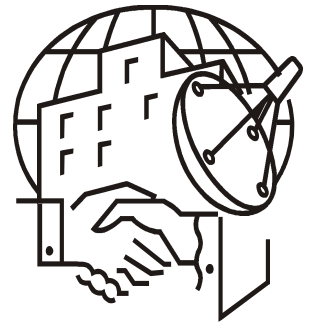
**Source of the Count:**

Media Arts Branch manual data logs in the Conference Center.

**When the Count is Taken:**

Daily, then summarized on a monthly basis.

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ADMINISTRATIVE OPERATIONS SERVICE



**COPY PAPER**

**Service Description:**

Stock and distribute a wide variety of paper products offering various colors and sizes of xerographic and computer paper. In compliance with Executive Order 13101, recycled paper is also stocked for printing needs.

**Work Count Definition:**

Fee per box per type of paper

**What is Counted:**

Number of boxes purchased

**How Work Units are Counted:**

Paper purchases are entered into the PROPSHOP database which captures and summarizes purchases by customer.

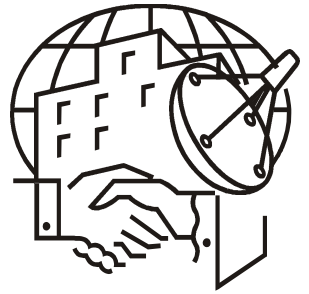
**Source of the Count:**

PROPSHOP database

**When the Count is Taken:**

Monthly

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ADMINISTRATIVE OPERATIONS SERVICE



**ELECTRONIC TYPESETTING**

**Service Description:**

This activity offers high resolution typesetting, desktop publishing, electronic forms design, certificate overprinting, and document scanning.

**Work Count Definition:**

The basis of charge is the number of hours used per job.

**How Work Units are Counted:**

Billable hours (work units) are entered daily by individual Electronic Document Services (EDS) personnel.

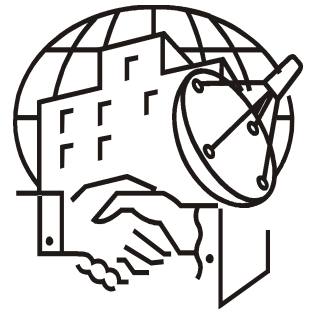
**Source of the Count:**

AOS Billing System via data entries by EDS personnel.

**When the Count is Taken:**

Daily

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ADMINISTRATIVE OPERATIONS SERVICE



**FORMS AND PUBLICATIONS**

**Service Description:**

The Forms and Publications Cost Center includes a range of services such as receipt, inspection, discrepancy reporting, issuance of restock printing requests, pick and pack orders and inventory management.

**Work Count Definition:**

Currently, customers are billed by the percentage of use. A flat rate schedule based on type of service provided has been developed and will be implemented before the end of the fiscal year.

**What is Counted:**

Number of line items

**How Work Units are Counted:**

Counts are summarized from the form PHS 6268 "Printed Matter Request", faxed orders, e-mail requests or electronic orders.

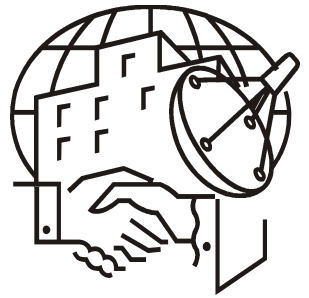
**Source of the Count:**

Orders, regardless of request media, are entered in the electronic ordering system (PROPSHOP) which summarizes agency costs.

**When the Count is Taken:**

Monthly

PROGRAM SUPPORT CENTER  
ADMINISTRATIVE OPERATIONS SERVICE



**GENERAL STORAGE**

**Service Description:**

The General Storage Cost Center provides customers with space for the storage of personal property. The types of storage include general (short-term or long-term), climate-controlled, and secure (locked area monitored with video recorders).

**Work Count Definition:**

A flat rate per square foot.

**What is Counted:**

Actual number of square feet occupied by the customer.

**How Work Units are Counted:**

Space utilization is summarized and processed through the Warehouse Inventory Management System (WIMS).

**Source of the Count:**

WIMS database

**When the Count is Taken:**

Monthly

PROGRAM SUPPORT CENTER  
ADMINISTRATIVE OPERATIONS SERVICE



**GRAPHIC ARTS**

**Service Description:**

This activity offers graphic design, publications, 35mm slides, presentations including audio-visual exhibits, brochures, handbooks, mailers, periodicals, logos, posters, signs, and multi-media productions services.

**Work Count Definition:**

For in-house jobs, the basis of charge is the number of hours used per job. Billing for contracted jobs consists of the actual contract charge plus a surcharge. Additional charges apply for rush jobs.

**How Work Units are Counted:**

Billable hours (work units) are entered daily by the individual Visual Information Specialists handling each project. The work units are entered into the AOS Billing System (ABS) data base along with work units which cover costs for the tangible items produced such as color copies, photo prints, laminated posters, etc.

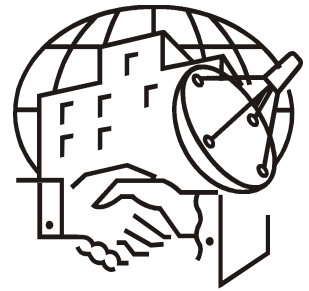
**Source of the Count:**

AOS Billing System

**When the Count is Taken:**

Daily

PROGRAM SUPPORT CENTER  
ADMINISTRATIVE OPERATIONS SERVICE



## MAIL OPERATIONS

### **Service Description:**

This activity is responsible for the pickup and delivery of all letters and small packages throughout the Parklawn Building (including surrounding outlying buildings) and the Southwest Complex. In addition, the metering of mail, overnight delivery of packages, and a local package courier delivery system is provided to HHS OPDIVs.

### **Work Count Definition:**

The work count is determined by the actual number of incoming and outgoing letters and packages per day. A per piece fee is charged.

### **How Work Units are Counted:**

All incoming and outgoing letters and packages are counted by mail clerks.

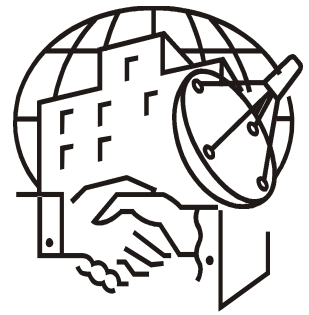
### **Source of the Count:**

The count is derived from both the Parklawn and Southwest mail operations.

### **When is the Count Taken:**

The count is taken once each month, with an agency specific count done twice each year. An average is then determined to assess a total monthly charge.

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**MOTOR POOL**

**Service Description:**

The Motor Pool Cost Center provides vehicles for official use by Government employees for local and long distance travel.

**Work Count Definition:**

U-Drive vehicles are billed on a flat rate per mile basis plus dispatch fee.

Assigned vehicles are charged on the actual cost of vehicle.

**What is Counted:**

U-Drive - Number of miles driven; number of trips

Assigned Vehicles - Lease cost, mileage and an overhead fee

**How Work Units are Counted:**

Number of trips and miles driven

**Source of the Count:**

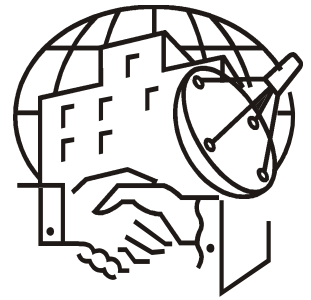
PHS-497 request and approval for use of motor vehicle, and odometer readings

**When the Count is Taken:**

Monthly



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ADMINISTRATIVE OPERATIONS SERVICE



**OFFICE MOVERS**

**Service Description:**

The Office Movers Cost Center provides labor service as requested by customers.

**Work Count Definition:**

Flat per hour charge

**What is Counted:**

Hours worked

**How Work Units are Counted:**

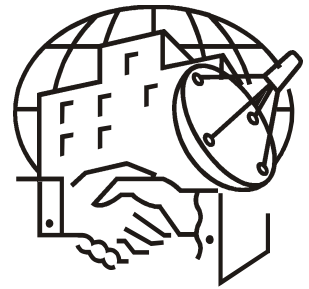
Number of hours to complete task

**Source of the Count:**

Work orders such as, PHS-6181, HHS-22, Labor Service dispatch ticket or electronic ordering through PROPSHOP.

**When the Count is Taken:**

Monthly.



## **PRINTING PROCUREMENT**

### **Service Description:**

This activity is responsible for the development and operation of an ongoing agency wide printing support and procurement program. The Printing Procurement Section provides technical expertise, estimating, library binding, the writing of technical specifications, and the procurement of printing and printing related products.

### **Work Count Definition:**

The work count is determined by counting all orders received for procurement and then totaling their total procurement value. A surcharge is then applied against this total to all successfully procured orders.

### **How Work Units are Counted:**

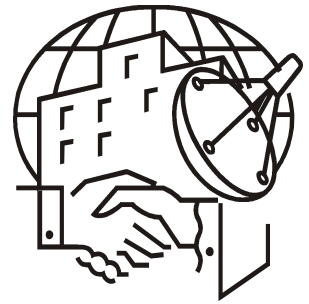
The procurement value of all orders invoiced during each month is totaled.

### **Source of the Count:**

The total procured dollar value is derived from monthly invoices received from the Government Printing Office.

### **When is the Count Taken:**

The count is taken at each invoice interval, usually four times a month.



## **PROPERTY DISPOSAL**

### **Service Description:**

The Property Disposal Cost Center provides for the disposal of unrequired personal property through transfer, donation, sale, abandonment, destruction or through the school donation program. The disposal process is mandated by Federal Property Management Regulations and requires specific time frames for redistribution, screening and disposal.

### **Work Count Definition:**

Per piece fee based on the type of property being disposed.

### **What is Counted:**

Number of pieces by type

### **How Work Units are Counted:**

Counts are made from the HHS-22, "Request for Property Action", and reports generated from the Warehouse Inventory Management System (WIMS)

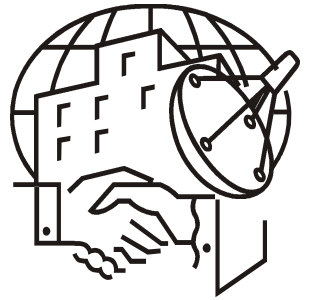
### **Source of the Count:**

HHS-22's and data from the WIMS database

### **When the Count is Taken:**

Monthly

PROGRAM SUPPORT CENTER  
ADMINISTRATIVE OPERATIONS SERVICE



**REHABILITATED FURNITURE**

**Service Description:**

The Rehabilitated Furniture Cost Center provides “like-new” and “As-is” furniture to Federal customers at a discounted price.

**Work Count Definition:**

Furniture is priced per piece

**What is Counted:**

Cost of the item being purchased

**How Work Units are Counted:**

Cost of item

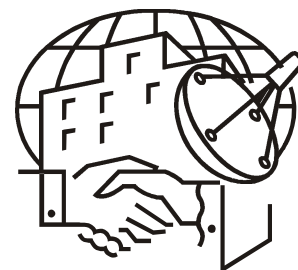
**Source of the Count:**

Electronic orders (PROPSHOP), and credit card purchases

**When the Count is Taken:**

Monthly

PROGRAM SUPPORT CENTER  
ADMINISTRATIVE OPERATIONS SERVICE



**REPROGRAPHICS**

**Service Description:**

Reprographics provides customers with in-house, high-speed duplicating services in color or black/white, bindery finishing (stitching, drilling, folding), and addressing and mailing. Also available is high-quality digital printing from customer computer files, including Web-based document production, document storage and retrieval (manuals, forms, publications), and scan-to-file capabilities. Reprographics also manages, under the Consolidated Copier Management Program, full service support for approximately 110 office copiers, 6 multi-copier self-service locations, and 2 full-scale manned copy centers.

**Work Count Definition:**

The basis for charges is:

Manned Copy Centers:	cost-per-copy
Self-Service Copiers:	cost-per-copy
Office Specific Copiers:	cost-per-copy
Rental or Lease:	actual cost of rental or lease
Maintenance Recovery:	actual cost of deficiency
Bindery and Miscellaneous:	per-hour charge plus cost of consumables

**How Work Units are Counted:**

Manned Copy Centers:	per requisition
Self-Service Copiers:	external copier control meters; internal counters
Office Specific Copiers:	external copier control meters; internal counters
Rental or Lease:	N/A
Maintenance Recovery:	N/A
Bindery and Miscellaneous:	hours and consumables used on job

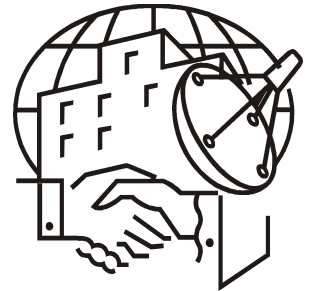
**Sources of the Count:**

.Customer submitted requisitions; external copier control meters; internal copier counters.

**When the Count is Taken:**

Monthly

PROGRAM SUPPORT CENTER  
ADMINISTRATIVE OPERATIONS SERVICE



**SHIPPING AND HANDLING**

**Service Description:**

This Cost Center provides the shipping and handling for all services including new acquisitions, delivery of supplies and the pick up of materials and property for disposal as requested by customers. AOS ensures that new acquisitions delivered to customers are promptly and accurately inspected, labeled, recorded and reported to the finance office. Shipping and Handling directly supports the following cost centers: Copy Paper, Carpet, Property Disposal, Furniture Program, General Storage, Forms & Publications and Shredding.

**Work Count Definition:**

Per item fee based on a graduated fee schedule

**What is Counted:**

Value of material being handled

**How Work Units are Counted:**

Counts are calculated from various service requests.

HHS-22, Request for Property Action; PHS-6181, Request for Laboring, Materials, Handling and Shipping Services

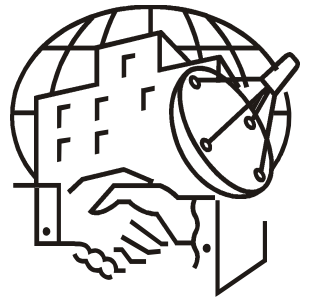
**Source of the Count:**

Purchase documents, HHS-22 and PHS-6181

**When the Count is Taken:**

Monthly

PROGRAM SUPPORT CENTER  
ADMINISTRATIVE OPERATIONS SERVICE



**SHREDDING**

**Service Description:**

This Cost Center provides for the operation and maintenance of document shredder and baler used for the destruction of sensitive material.

**Work Count Definition:**

The basis for charging is a rate per box.

**What is Counted:**

Number of boxes to be shredded.

**How Work Units are Counted:**

Service requests and electronic work orders (PROPSHOP).

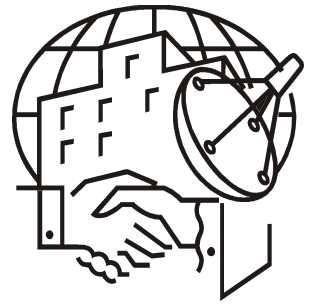
**Source of the Count:**

Service requests and electronic work orders (PROPSHOP).

**When the Count is Taken:**

Monthly

PROGRAM SUPPORT CENTER  
ADMINISTRATIVE OPERATIONS SERVICE



**TELECOMMUNICATIONS**

**Service Description:**

Telecommunications provides its customers the acquisition and disposal, installation and deinstallation, and operation and maintenance of communication systems and services, including wiring and cabling for LAN and telephone equipment, voice mail services, video conferencing services, paging services, cellular services, and local and long distance (including international) telephone service. Other services include; (1) network planning and design, system sizing and configuration, and provides associated costs and price analysis; (2) provides service work orders and the scheduling and coordination required to accommodate any changes that occur as a result of office moves and personnel changes; (3) telephone repair service calls and schedules repair dates; (4) user training for systems and equipment.

**Work Count Definition:**

The basis for charges is a rate per telephone line used by the customer.

**How Work Units Are Counted:**

Inventory of the total number of telephone lines used by the customer.

**Source of the Count:**

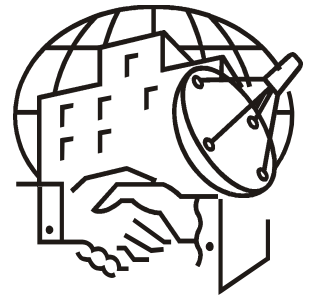
Bell Atlantic Operating System Control (BAOSC) database.

**When the Count Is Taken:**

Monthly.



PROGRAM SUPPORT CENTER  
ADMINISTRATIVE OPERATIONS SERVICE



**INFORMATION TECHNOLOGY**

**Service Description:**

This activity provides quality resources and services to customer agencies so that they can better manage and communicate their information and serve the public more effectively. Work is continuously performed to expand services and to enhance reliability and performance of processing systems. Leadership and expertise is provided in: technical assistance, consultation, and support in systems technology and software; local and wide-area data communication networks and connectivity; e-mail administration; Internet/Intranet access and development; and information technology education and training programs.

**Work Count Definition:**

Reimbursable agreements are negotiated for each project/service request.

**How Work Units are Counted:**

N/A

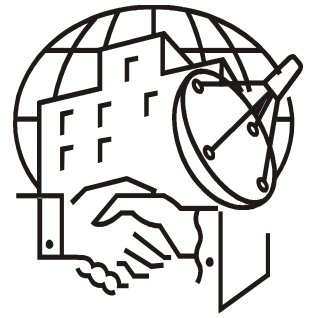
**Source of Count:**

N/A

**When the Count is Taken:**

N/A

PROGRAM SUPPORT CENTER  
ADMINISTRATIVE OPERATIONS SERVICE



**EMPLOYEE RELATED PROGRAMS**

**Service Description:**

This activity involves special programs such as the HHS Handicapped van, the various cultural events, Parklawn Classic, Bond Drive, Blood Drive and Combined Federal Campaign.

**Work Count Definition:**

This activity is a core service and billing is based upon the population in the Parklawn Complex.

**How Work Units are Counted:**

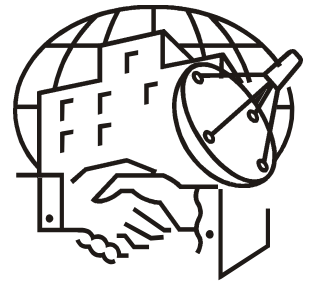
N/A

**Source of the Count:**

Official SF113 reports.

**When the Count is Taken:**

Quarterly.



## **LIBRARY RESOURCES**

### **Service Description:**

The Parklawn Health Library System plans, develops, and administers a national research collection in innovative information programs in direct support of the Department of Health and Human Services. Library services include: responding to reference inquiries, circulating library materials, performing online database searches, filling interlibrary loan requests, maintaining the library's website, and compiling publications such as topical bibliographies, the Parklawn Health Library Bulletin, and the Journal Holdings List.

### **Work Count Definition:**

This activity is a core service and billing is based upon the population served.

### **What is Counted:**

FTEs

### **How Work Units are Counted:**

N/A

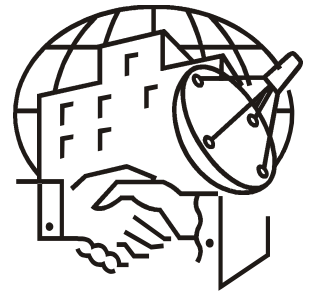
### **Source of the Count:**

Official SF113 reports.

### **When the Count is Taken:**

Annually

PROGRAM SUPPORT CENTER  
ADMINISTRATIVE OPERATIONS SERVICE



**MATERIEL MANAGEMENT**

**Mail and Transportation**

**Service Description:**

In addition to the mail and delivery services described under the Postal and Document Management Section, this activity is responsible for the providing the following services: drivers for employees of the Office of the Secretary, an agency/employee locator service for employees of HHS, a coordinator for the “Government Blue Pages” for commercial telephone directories, and, when requested, a driver(s) for handicapped employees of HHS when they are performing duties in an official capacity.

**Work Count Definition:**

Since these services are primarily provided for, or requested by the Office of the Secretary, they are charged directly to the Office of the Secretary.

**How Work Units are Counted:**

N/A.

**Source of the Count:**

N/A

**When is the Count Taken:**

N/A

**Labor Services**

**Service Description:**

This activity is responsible for providing labor services for OPDIV customers located at the Southwest Complex. In addition to providing set up services for meetings and conferences the delivery and pick-up of boxes, furniture, and blank paper is also provided.

**Work Count Definition:**

The work count is determined by the actual number of hours attributed to completing individual work orders.

**How Work Units are Counted:**

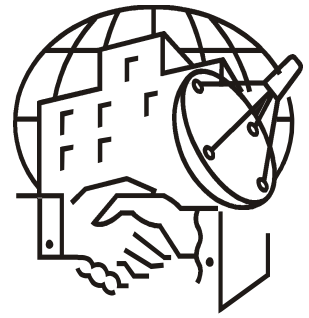
The time is determined by the employees completing the requested task, noted on the work order, and verified by the customer after the task is completed.

**Source of the Count:**

The count is derived from the completed work orders by the Property Management Specialist overseeing the labor operation.

**When is the Count Taken:**

The count is taken, and tallied, for each individual work order.



PROGRAM SUPPORT CENTER  
ADMINISTRATIVE OPERATIONS SERVICE

## **OVERTIME UTILITIES**

**Service Description:**

Utility charges for usage over and above normal core business hours.

**Work Count Definition:**

The basis for the charges is actual usage.

**How Work Units are Counted:**

Actual usage.

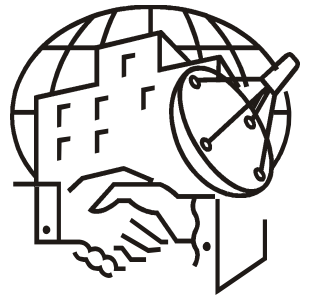
**Source of the Count:**

Electric bills.

**When the Count is Taken:**

Quarterly.

PROGRAM SUPPORT CENTER  
ADMINISTRATIVE OPERATIONS SERVICE



**REAL PROPERTY**

**Service Description:**

This activity involves the management of the Federal surplus Real Property Program and Title V of the McKinney Act.

**Work Count Definition:**

This activity is a core service and billing is based upon the population served.

**How Work Units are Counted:**

N/A

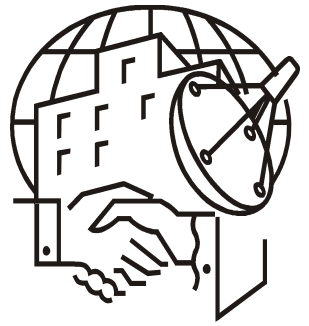
**Source of the Count:**

Official SF113 reports.

**When Count is Taken:**

Annually

PROGRAM SUPPORT CENTER  
ADMINISTRATIVE OPERATIONS SERVICE



**SECURITY**

**Service Description:**

The services of this activity include providing a security guard force, security and surveillance systems to protect Government buildings, property and employees, as well as, property loss, theft and damage, crisis intervention and office keys and locks.

**Work Count Definition:**

This activity is a core service and billing is based upon the population served. Special security needs are addressed by agreement.

**How Work Units are Counted:**

N/A

**Source of the Count:**

Official SF113 reports.

**When the Count is Taken:**

Annually.

PROGRAM SUPPORT CENTER  
ADMINISTRATIVE OPERATIONS SERVICE



**REGIONAL OPERATIONS**

**Service Description:**

This activity provides a wide range of administrative services to customers in the regional offices. These include facilities management, communications management, reprographics and mail services.

**Work Count Definition:**

Charges for this activity are allocated to OPDIVs based on the count of on-board employees in Regional Office buildings.

**How Work Units are Counted:**

N/A

**Source of the Count:**

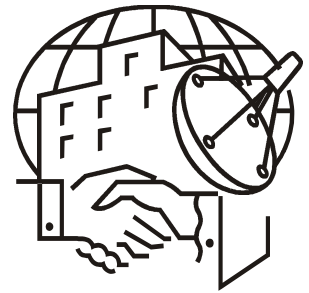
OPDIV Service and Supply Fund Work group member.

**When the Count is Taken:**

Quarterly



PROGRAM SUPPORT CENTER  
ADMINISTRATIVE OPERATIONS SERVICE



**COOPERATIVE ADMINISTRATIVE SUPPORT UNIT (CASU)**

**Service Description:**

The purpose of the CASU is to reduce costs and eliminate waste by having the designated lead agency for a Federally occupied building provide common administrative services on a reimbursable basis to all other Federal tenants of that building. HHS is the lead agency for the CASU in the Kansas City regional office.

**Work Count Definition:**

Expenses are recovered through reimbursable agreements with the customer OPDIVs.

**How Work Units are Counted:**

N/A

**Source of the Count:**

N/A

**When the Count is Taken:**

N/A

PROGRAM SUPPORT CENTER  
ADMINISTRATIVE OPERATIONS SERVICE



**TELECOMMUNICATIONS IMPROVEMENT PROJECT**

**Service Description:**

This project consolidates telephone service under one contract for all OPDIVs in Montgomery and Prince Georges Counties.

**Work Count Definition:**

System and overhead charges, reflecting the costs of the telephone system, which include dial tone, features, voice mail and routine maintenance, are billed on a per line basis.

Optional telephone equipment is billed as actual orders are placed by the OPDIVs.

**How Work Units are Counted:**

N/A

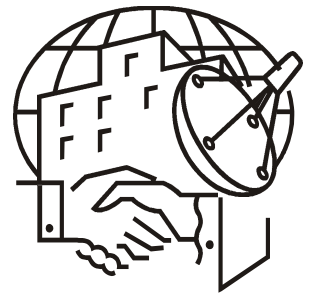
**Source of the Count:**

Bell Atlantic

**When the Count is Taken:**

Monthly

PROGRAM SUPPORT CENTER  
ADMINISTRATIVE OPERATIONS SERVICE



**SUPPLY SERVICE CENTER**

**Service Description:**

The Supply Service Center (SSC) operates on a full service medical supply depot located at Perry Point, Maryland. The depot's activities include the purchase, receipt, storage, packing, distribution, shipping, and inventory control of drugs, chemicals and medical supplies, hospital supplies, and special program needs.

**Work Count Definition:**

Charges are per individual items purchased.

**How Work Units are Counted:**

Sales are tracked in the Elite Data Management System.

**Source of the Count:**

N/A

**When the Count is Taken:**

Every time a sale is made.

PROGRAM SUPPORT CENTER  
FINANCIAL MANAGEMENT SERVICE



## **COST ALLOCATION**

**Service Description:**

This activity negotiates and approves indirect cost rates, State and local Government cost allocation plans, research patient care rates and amounts, fringe benefits, computer and other special rates applicable to Federal awards. It provides financial management technical assistance on cost allocation to grantees and contractors, HHS grant and contract officials, and grant and contract officials of all Federal agencies.

**Work Count Definition:**

The basis of charges is billable hours.

**How Work Units are Counted:**

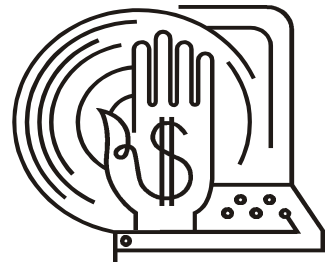
Cost Allocation Management Information System

**Source of the Count:**

Labor hours distribution system.

**When the Count is Taken:**

Estimated monthly and summarized by OPDIV quarterly.



## **PAYMENT MANAGEMENT**

### **Service Description:**

The Payment Management System (PMS) operates as a single payment system and fiscal intermediary between the recipient and the grant awarding agency. The PMS provides a centralized electronic funding and cash management service to all organizations receiving HHS grants and contracts.

### **Work Count Definition:**

Billing is based on open documents (grants) and open authorizations.

### **How Work Units are Counted:**

Payment Management System

### **Source of the Count:**

Payment Management System

### **When the Count is Taken:**

The end of every month and summarized by OPDIV.



**FINANCIAL OPERATIONS**  
**Accounting Services**

**Service Description:**

Financial Operations provides full accounting and financial services for the OPDIVs within HHS. These services include fund accounting, financial reporting, government and commercial disbursements, grant accounting, billings and collections of SSF activities (PSC, FOH, Perry Point) and technical and policy advice.

**Work Count Definition:**

Any manual or automated transaction which affect accounting data in CORE

**What is Counted:**

All accounting transactions, system inquiries and table updates.

**How Work Units are Counted:**

A computer program extracts and summarizes by OPDIV and appropriation the number of accounting transactions, system inquiries and table updates, which have taken place over a given period of time. Each OPDIVs percentage is based on the total number of transactions.

**Source of the Count:**

CORE accounting system.

**When the Count is Taken:**

Monthly



**FINANCIAL OPERATIONS**  
**Debt Management**

**Service Description:**

The Debt Management and Collection System provides customers with a broad range of debt management services, utilizing innovative techniques of collection and daily interaction with Department of Justice and the Internal Revenue Service to successfully collect overdue accounts.

**Work Count Definition:**

Overall operating costs are distributed based on a direct level of effort approach. Fully loaded FTE costs are distributed between the Debt Collection Center and customers. A determination is made of each employee's level of effort in servicing applicable customers and the associated costs for that FTE are distributed accordingly. 80% of operating costs for debt services are offset against collections.

**How Work Units are Counted:**

Management determination.

**Source of the Count:**

Percentage of time of service provided toward applicable activity.

**When the Count is Taken:**

Quarterly



**FINANCIAL OPERATIONS**  
**Travel Management**

**Service Description:**

The Travel Management System (TMS) provides customers with online capabilities to authorize, control and process all travel and transportation documents. The system provides for the preparation and approval of travel and transportation documents (TDY, local and transit subsidies); the authorization of travel advances, the computation, preparation and approval of travel vouchers; the processing of information for payments of travel vouchers and claims from vendors related to the travel and transportation. The automated passage of transactions to CORE is performed daily.

**Work Count Definition:**

Any activity processed through TMS which results in the creation of an accounting transaction.

**What is Counted:**

All accounting transactions which are passed from TMS to the CORE system for processing.

**How Work Units are Counted:**

A computer program extracts and summarizes data from the TMS database. It counts and identifies transactions created by TMS which are passed on to CORE daily for processing.

**Source of the Count:**

TMS database.

**When the Count is Taken:**

Monthly.





## FINANCIAL OPERATIONS

### Accounting for Pay

#### **Service Description:**

The Accounting for Pay System provides a systematic interface of payroll accounting information necessary to account for disbursements, obligations and accruals for personnel costs. This interface results in the production of accounting transactions and expenditure control reports to accomplish accounting requirements and payroll reconciliation.

It provides customers with the on-line capability to manage payroll costs at the CAN level as well as change the distribution of costs as deemed necessary by management.

#### **Work Count Definition:**

The work count is the number of employees paid (civil service and commissioned corps).

#### **How Work Units are Counted:**

Data is provided by the Human Resources Service, based upon the number of pay accounts.

#### **Source of the Count:**

Human Resources Service, PSC

#### **When the Count is Taken:**

The end of every pay period and summarized monthly by OPDIV.



## INFORMATION SYSTEMS AND TECHNOLOGY

### **Service Description:**

This activity provides ADP systems support to HHS OPDIVs. This includes the provision of monthly workforce highlights, FTE and staffing reports, and other official human resources management information. The DIST provides guidance and technical expertise to customers concerning workforce analysis, microcomputer technology and human resources information systems.

### **Work Count Definition:**

The basis of charge is the percentage of use. Project specific charges are as specified in individual agreements.

### **How Work Units are Counted:**

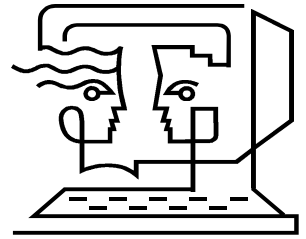
Direct labor hours.

### **Source of the Count:**

Internal labor distribution records.

### **When the Count is Taken:**

Annually



## PERSONNEL AND PAYROLL SYSTEMS

### **Service Description:**

The Personnel and Payroll Systems activity keeps current and historical personnel, pay and leave records on HHS employees. Functions of the system include: computation of biweekly pay, adjustments to salaries, maintenance of leave balances, creation of pay documents, and preparation of accounting data for HHS components and Federal and state agencies.

### **Work Count Definition:**

Core Services: The work count is the number of pay accounts processed for each agency.

Payroll Exception Processing: The work count is the number of exceptions processed.

Help Desk Support: The work count is the number of calls received.

Separations Processing: The work count is the number of separations processed.

### **How Work Units are Counted:**

Core Services: The work count is the number of payroll accounts processed and maintained for each agency.

Payroll Exception Processing: Those specific payroll actions not part of a normal payroll action-- supplemental payments, late SF50s requiring manual processing, leave and pay adjustments, back pay settlements, overpayments requiring detailed audits, and OWCP Leave Buy Back.

Help Desk Support: All calls to the Help Desk are recorded in the Heat Data Base system.

Separations Processing: The work unit count is taken from the Individual Retirement Records ( SF 2806/3100 ) processes for each pay period.

### **Source of the Count:**

Core Services: Report generated from the payroll files by the Division of Systems Engineering and Maintenance.

Payroll Exception Processing: Heat Data Base system reported by terminal ID.

Help Desk Support: Heat Data Base system reported by terminal ID.

Separations Processing: Heat Data Base system reported by terminal ID.

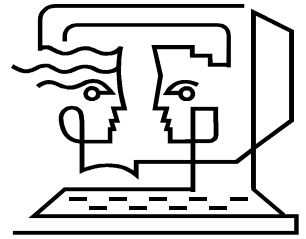
### **When the Count is Taken:**

Core Services: The count is taken every pay period and the numbers are averaged over each quarter.

Payroll Exception Processing: By pay period.

Help Desk Support: By pay period.

Separations Processing: By pay period.



## COMMISSIONED PERSONNEL

### **Service Description:**

Commissioned Personnel administers payroll and personnel management programs for approximately 6,100 active duty, 3,000 retired PHS Commissioned Officers and 300 annuitants.

### **Work Count Definition:**

The basis for billing is the number of active duty Commissioned Corps officers for the respective agency.

### **How Work Units are Counted:**

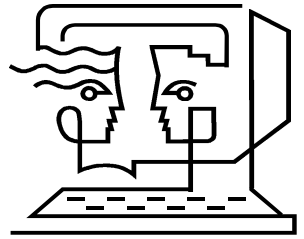
The number of active duty Commissioned Corps officers paid monthly are summarized by OPDIV.

### **Source of the Count:**

Commissioned Corps database, Report I-10

### **When the Count is Taken:**

The end of every month and summarized by OPDIV.



## **BOARD FOR CORRECTION**

### **Service Description:**

The Board for Correction of PHS Commissioned Corps records is the body to which an officer appeals for the correction of official personnel records. The appeal is considered only after the officer has exhausted all administrative remedies by law or regulation, including grievance and EEO complaint procedures, and the officer believes an error or injustice still exists.

### **Work Count Definition:**

The basis for billing is the number of active duty Commissioned Corps officers for the respective agency.

### **How Work Units are Counted:**

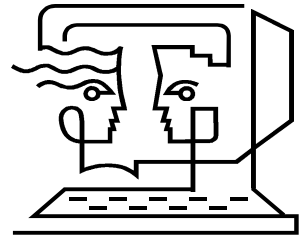
The number of active duty Commissioned Corps officers paid monthly are summarized by OPDIV.

### **Source of the Count:**

Commissioned Corps database, Report I-10

### **When the Count is Taken:**

The end of every month and summarized by OPDIV.



## PERSONNEL OPERATIONS

### **Service Description:**

The Personnel Operations activity provides a comprehensive human resources management program for headquarters and field components of the PSC, Office of the Secretary, Administration on Aging, Administration for Children and Families, and other HHS components. These services include: recruitment, position classification, employee development, employee and labor relations, and the Work and Family Life Center.

### **Work Count Definition:**

Personnel Services: The basis for billing is FTE usage.

Training: Billing is based upon individual agreements.

Work and Family Life Center: The basis for billing is the percentage of Departmental FTE ceiling..

### **How Work Units are Counted:**

Personnel Services: The work count is the number of FTEs generated by reporting period.

Training: N/A

Work and Family Life Center: The charge is based on the FTE ceiling approved for agencies receiving services.

### **Source of the Count:**

Personnel Services: Official FTE counts are contained on the 113-G reports.

Training: N/A

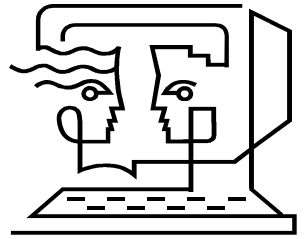
Work and Family Life Center: Published budget reports.

### **When the Count is Taken:**

Core Services: The 113-G reports are issued every two pay periods. The one closest to the end of the quarter is used.

Training: N/A

Work and Family Life Center: N/A



## **EEO INVESTIGATIONS**

### **Service Description:**

The EEO Investigations Program manages the contract to conduct investigations of EEO complaints for the Department.

### **Work Count Definition:**

Billing units for EEO Investigations are based on the actual cost per investigation plus the administrative overhead to manage the program.

### **How Work Units are Counted:**

A work unit is an EEO complaint accepted and forwarded by an OPDIV.

### **Source of the Count:**

The program manager keeps detailed records of each case accepted and forwarded by the OPDIVS.

### **When the Count is Taken:**

The count is taken at the end of each quarter.